

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		FCR Total
			Low	Medium	
Natural Resources	Application Services	Danielle Hood	1	0	1
			0	0	0
		Dustin Crump	4	0	4
			0	0	0
		Assigned to Individual Total	9	0	9
		0	0	0	
	Application Support	Steve Stalter	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Billing	Sara Brown	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Campus Networking	Jordy Davis	1	0	1
		0	0	0	
	Assigned to Individual Total	1	0	1	
		0	0	0	

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Help Desk	Brenda Treadway	4	0	4
			3	0	3
		Dawn Wayment	1	0	1
			0	0	0
		Eileen Dubach	9	0	9
			9	0	9
		James Stearns	13	0	13
			13	0	13
		Julie VanBeekum	11	0	11
		11	0	11	
	Sarah Johnson	1	0	1	
		0	0	0	
Vicky Marrelli	18	0	18		
	17	0	17		
	Assigned to Individual Total	57	0	57	
		53	0	53	
Metro A Help Desk	Ed Conrad	1	0	1	
		1	0	1	
	Assigned to Individual Total	1	0	1	
		1	0	1	
Metro C Desktop Support	Troy Buchanan	17	0	17	
		0	0	0	
	Assigned to Individual Total	17	0	17	
		0	0	0	

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 21	1 0	43 21
		Dusty Serr	38 24	0 0	38 24
		Lynn McCrary	1 0	0 0	1 0
		Paul Gedge	7 2	0 0	7 2
		Assigned to Individual Total	88 47	1 0	89 47
	Metro D Help Desk	Doug Brown	39 36	0 0	39 36
		Jed Patrick	13 11	0 0	13 11
		John Robinson	18 8	0 0	18 8
		Assigned to Individual Total	70 55	0 0	70 55
	Metro D Hosting	Danny Simmons	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Rural Central Desktop Support	Gerald Adams	1 1	0 0	1 1
		Jay Barfuss	6 5	0 0	6 5
		Jeremy Standifird	1 0	0 0	1 0

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Rod Montoya	13 13	0 0	13 13
		Todd Hardy	12 11	0 0	12 11
		Assigned to Individual Total	34 30	0 0	34 30
	Rural North Desktop Support	Lori Hartzell	2 0	0 0	2 0
		Ryan Casey	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Rural South Desktop Support	Doug Chaston	1 0	0 0	1 0
		Doug Thornton	2 0	0 0	2 0
		Joel Finlinson	5 4	0 0	5 4
		Lance Nay	4 3	0 0	4 3
		Lane Adams	2 0	0 0	2 0
		Ryan Bennett	2 0	0 0	2 0
		Assigned to Individual Total	16 7	0 0	16 7

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	FCR Total
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Security	Bart Grant	2	0	2
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Voice Operations	Gail Christiansen	5	0	5
			0	0	0
		Romanza Hamblin Sorensen	5	0	5
			0	0	0
		Assigned to Individual Total	10	0	10
			0	0	0
Voice/Data/WAN Services	Mike Johnson	2	0	2	
		0	0	0	
	Assigned to Individual Total	2	0	2	
		0	0	0	
Assigned Group Total			314	2	316
			194	0	194
Customer Company Total			314	2	316
			194	0	194

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Natural Resources	Application Services	Danielle Hood	1	0	1
			1	0	1
		Dustin Crump	4	0	4
			1	0	1
		Paul Lundell	2	0	2
			0	0	0
		Assigned to Individual Total	9	0	9
			2	0	2
	Application Support	Steve Stalter	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Billing	Sara Brown	1	0	1
			1	0	1
Assigned to Individual Total		1	0	1	
		1	0	1	
Campus Networking	Jordy Davis	1	0	1	
		0	0	0	
	Assigned to Individual Total	1	0	1	
		0	0	0	

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
	Help Desk	Brenda Treadway	4	0	4
			0	0	0
		Dawn Wayment	1	0	1
			0	0	0
		Eileen Dubach	9	0	9
			0	0	0
		James Stearns	13	0	13
			0	0	0
		Assigned to Individual Total	57	0	57
		0	0	0	
	Metro A Help Desk	Ed Conrad	1	0	1
			0	0	0
Assigned to Individual Total		1	0	1	
	0	0	0		
Metro C Desktop Support	Troy Buchanan	17	0	17	
		0	0	0	
	Assigned to Individual Total	17	0	17	
	0	0	0		

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 2	1 0	43 2
		Dusty Serr	38 1	0 0	38 1
		Lynn McCrary	1 0	0 0	1 0
		Paul Gedge	7 0	0 0	7 0
		Assigned to Individual Total	88 3	1 0	89 3
	Metro D Help Desk	Doug Brown	39 0	0 0	39 0
		Jed Patrick	13 1	0 0	13 1
		John Robinson	18 1	0 0	18 1
		Assigned to Individual Total	70 2	0 0	70 2
	Metro D Hosting	Danny Simmons	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Rural Central Desktop Support	Gerald Adams	1 0	0 0	1 0
		Jay Barfuss	6 0	0 0	6 0
		Jeremy Standifird	1 0	0 0	1 0

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Rod Montoya	13 0	0 0	13 0
		Todd Hardy	12 1	0 0	12 1
		Assigned to Individual Total	34 1	0 0	34 1
	Rural North Desktop Support	Lori Hartzell	2 0	0 0	2 0
		Ryan Casey	1 1	0 0	1 1
		Assigned to Individual Total	3 1	0 0	3 1
	Rural South Desktop Support	Doug Chaston	1 1	0 0	1 1
		Doug Thornton	2 1	0 0	2 1
		Joel Finlinson	5 0	0 0	5 0
		Lance Nay	4 0	0 0	4 0
		Lane Adams	2 0	0 0	2 0
		Ryan Bennett	2 0	0 0	2 0
		Assigned to Individual Total	16 2	0 0	16 2

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	MIR Total
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Security	Bart Grant	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	5 0	0 0	5 0
		Romanza Hamblin Sorensen	5 0	0 0	5 0
		Assigned to Individual Total	10 0	0 0	10 0
	Voice/Data/WAN Services	Mike Johnson	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total			314 13	2 0
Customer Company Total			314 13	2 0	316 13

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Natural Resources	Application Services	Danielle Hood	1 3.78	0 0.00	1 3.78
		Dustin Crump	4 1.08	0 0.00	4 1.08
		Paul Lundell	2 0.55	0 0.00	2 0.55
		Tony Larsen	2 0.34	0 0.00	2 0.34
		Assigned to Individual Total	9 1.10	0 0.00	9 1.10
	Application Support	Steve Stalter	1 0.49	0 0.00	1 0.49
		Assigned to Individual Total	1 0.49	0 0.00	1 0.49
	Billing	Sara Brown	1 10.23	0 0.00	1 10.23
		Assigned to Individual Total	1 10.23	0 0.00	1 10.23
	Campus Networking	Jordy Davis	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	1 0.19	0 0.00	1 0.19

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1 7.03	0 0.00	1 7.03
		Assigned to Individual Total	1 7.03	0 0.00	1 7.03
	Help Desk	Brenda Treadway	4 0.00	0 0.00	4 0.00
		Dawn Wayment	1 0.00	0 0.00	1 0.00
		Eileen Dubach	9 0.10	0 0.00	9 0.10
		James Stearns	13 0.01	0 0.00	13 0.01
		Julie VanBeekum	11 0.14	0 0.00	11 0.14
		Sarah Johnson	1 0.02	0 0.00	1 0.02
		Vicky Marrelli	18 0.04	0 0.00	18 0.04
		Assigned to Individual Total	57 0.06	0 0.00	57 0.06
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Troy Buchanan	17 0.04	0 0.00	17 0.04
		Assigned to Individual Total	17 0.04	0 0.00	17 0.04

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 0.19	1 0.08	43 0.19
		Dusty Serr	38 0.16	0 0.00	38 0.16
		Lynn McCrary	1 0.00	0 0.00	1 0.00
		Paul Gedge	7 0.22	0 0.00	7 0.22
		Assigned to Individual Total	88 0.18	1 0.08	89 0.18
	Metro D Help Desk	Doug Brown	39 0.03	0 0.00	39 0.03
		Jed Patrick	13 0.18	0 0.00	13 0.18
		John Robinson	18 0.46	0 0.00	18 0.46
		Assigned to Individual Total	70 0.17	0 0.00	70 0.17
	Metro D Hosting	Danny Simmons	0 0.00	1 0.31	1 0.31
		Assigned to Individual Total	0 0.00	1 0.31	1 0.31
	Rural Central Desktop Support	Gerald Adams	1 0.00	0 0.00	1 0.00
		Jay Barfuss	6 0.05	0 0.00	6 0.05
		Jeremy Standifird	1 0.00	0 0.00	1 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0.26	0 0.00	1 0.26
		Rod Montoya	13 0.00	0 0.00	13 0.00
		Todd Hardy	12 0.09	0 0.00	12 0.09
		Assigned to Individual Total	34 0.05	0 0.00	34 0.05
	Rural North Desktop Support	Lori Hartzell	2 0.00	0 0.00	2 0.00
		Ryan Casey	1 1.23	0 0.00	1 1.23
		Assigned to Individual Total	3 0.41	0 0.00	3 0.41
	Rural South Desktop Support	Doug Chaston	1 1.19	0 0.00	1 1.19
		Doug Thornton	2 1.06	0 0.00	2 1.06
		Joel Finlinson	5 0.06	0 0.00	5 0.06
		Lance Nay	4 0.08	0 0.00	4 0.08
		Lane Adams	2 0.79	0 0.00	2 0.79
		Ryan Bennett	2 0.82	0 0.00	2 0.82
		Assigned to Individual Total	16 0.45	0 0.00	16 0.45

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	ATTIR Total	
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1 0.00	0 0.00	1 0.00	
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00	
	Security	Bart Grant	2 0.18	0 0.00	2 0.18	
		Assigned to Individual Total	2 0.18	0 0.00	2 0.18	
	Voice Operations	Gail Christiansen	5 0.12	0 0.00	5 0.12	
		Romanza Hamblin Sorensen	5 0.39	0 0.00	5 0.39	
		Assigned to Individual Total	10 0.25	0 0.00	10 0.25	
	Voice/Data/WAN Services	Mike Johnson	2 0.17	0 0.00	2 0.17	
		Assigned to Individual Total	2 0.17	0 0.00	2 0.17	
	Assigned Group Total		314 0.23	2 0.19	316 0.23	
	Customer Company Total			314 0.23	2 0.19	316 0.23

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Natural Resources	Application Services	Danielle Hood	1	0	1
			1	0	1
		Dustin Crump	4	0	4
			2	0	2
		Assigned to Individual Total	9	0	9
		3	0	3	
	Application Support	Steve Stalter	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Billing	Sara Brown	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
Campus Networking	Jordy Davis	1	0	1	
		1	0	1	
	Assigned to Individual Total	1	0	1	
		1	0	1	

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1	0	1
			1	0	1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Dawn Wayment	1 1	0 0	1 1
		Eileen Dubach	9 0	0 0	9 0
		James Stearns	13 0	0 0	13 0
		Julie VanBeekum	11 0	0 0	11 0
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	18 1	0 0	18 1
		Assigned to Individual Total	57 2	0 0	57 2
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Troy Buchanan	17 0	0 0	17 0
		Assigned to Individual Total	17 0	0 0	17 0

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 7	1 0	43 7
		Dusty Serr	38 2	0 0	38 2
		Lynn McCrary	1 0	0 0	1 0
		Paul Gedge	7 2	0 0	7 2
		Assigned to Individual Total	88 11	1 0	89 11
	Metro D Help Desk	Doug Brown	39 0	0 0	39 0
		Jed Patrick	13 0	0 0	13 0
		John Robinson	18 1	0 0	18 1
		Assigned to Individual Total	70 1	0 0	70 1
	Metro D Hosting	Danny Simmons	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Rural Central Desktop Support	Gerald Adams	1 0	0 0	1 0
		Jay Barfuss	6 0	0 0	6 0
		Jeremy Standifird	1 0	0 0	1 0

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Rod Montoya	13 0	0 0	13 0
		Todd Hardy	12 0	0 0	12 0
		Assigned to Individual Total	34 0	0 0	34 0
	Rural North Desktop Support	Lori Hartzell	2 0	0 0	2 0
		Ryan Casey	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Rural South Desktop Support	Doug Chaston	1 0	0 0	1 0
		Doug Thornton	2 0	0 0	2 0
		Joel Finlinson	5 0	0 0	5 0
		Lance Nay	4 0	0 0	4 0
		Lane Adams	2 0	0 0	2 0
		Ryan Bennett	2 0	0 0	2 0
		Assigned to Individual Total	16 0	0 0	16 0

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	MR Total
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Security	Bart Grant	2	0	2
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Voice Operations	Gail Christiansen	5	0	5
			0	0	0
		Romanza Hamblin Sorensen	5	0	5
			0	0	0
		Assigned to Individual Total	10	0	10
			0	0	0
Voice/Data/WAN Services	Mike Johnson	2	0	2	
		0	0	0	
	Assigned to Individual Total	2	0	2	
		0	0	0	
Assigned Group Total			314	2	316
			20	0	20
Customer Company Total			314	2	316
			20	0	20

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		ATTR Total
			Low	Medium	
Natural Resources	Application Services	Danielle Hood	1 12.78	0 0.00	1 12.78
		Dustin Crump	4 5.31	0 0.00	4 5.31
		Paul Lundell	2 3.05	0 0.00	2 3.05
		Tony Larsen	2 0.34	0 0.00	2 0.34
		Assigned to Individual Total	9 4.53	0 0.00	9 4.53
	Application Support	Steve Stalter	1 2.23	0 0.00	1 2.23
		Assigned to Individual Total	1 2.23	0 0.00	1 2.23
	Billing	Sara Brown	1 10.97	0 0.00	1 10.97
		Assigned to Individual Total	1 10.97	0 0.00	1 10.97
	Campus Networking	Jordy Davis	1 10.32	0 0.00	1 10.32
		Assigned to Individual Total	1 10.32	0 0.00	1 10.32

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1 7.03	0 0.00	1 7.03
		Assigned to Individual Total	1 7.03	0 0.00	1 7.03
	Help Desk	Brenda Treadway	4 0.00	0 0.00	4 0.00
		Dawn Wayment	1 7.17	0 0.00	1 7.17
		Eileen Dubach	9 1.10	0 0.00	9 1.10
		James Stearns	13 0.01	0 0.00	13 0.01
		Julie VanBeekum	11 0.39	0 0.00	11 0.39
		Sarah Johnson	1 0.17	0 0.00	1 0.17
		Vicky Marrelli	18 1.53	0 0.00	18 1.53
		Assigned to Individual Total	57 0.90	0 0.00	57 0.90
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Troy Buchanan	17 0.69	0 0.00	17 0.69
		Assigned to Individual Total	17 0.69	0 0.00	17 0.69

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 2.49	1 0.08	43 2.44
		Dusty Serr	38 2.13	0 0.00	38 2.13
		Lynn McCrary	1 2.55	0 0.00	1 2.55
		Paul Gedge	7 5.32	0 0.00	7 5.32
		Assigned to Individual Total	88 2.56	1 0.08	89 2.53
	Metro D Help Desk	Doug Brown	39 0.03	0 0.00	39 0.03
		Jed Patrick	13 0.19	0 0.00	13 0.19
		John Robinson	18 0.52	0 0.00	18 0.52
		Assigned to Individual Total	70 0.18	0 0.00	70 0.18
	Metro D Hosting	Danny Simmons	0 0.00	1 0.31	1 0.31
		Assigned to Individual Total	0 0.00	1 0.31	1 0.31
	Rural Central Desktop Support	Gerald Adams	1 0.55	0 0.00	1 0.55
		Jay Barfuss	6 0.05	0 0.00	6 0.05
		Jeremy Standifird	1 0.70	0 0.00	1 0.70

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0.26	0 0.00	1 0.26
		Rod Montoya	13 0.10	0 0.00	13 0.10
		Todd Hardy	12 1.78	0 0.00	12 1.78
		Assigned to Individual Total	34 0.72	0 0.00	34 0.72
	Rural North Desktop Support	Lori Hartzell	2	0 0.00	2
		Ryan Casey	1 2.33	0 0.00	1 2.33
		Assigned to Individual Total	3 2.33	0 0.00	3 2.33
	Rural South Desktop Support	Doug Chaston	1 1.19	0 0.00	1 1.19
		Doug Thornton	2 1.06	0 0.00	2 1.06
		Joel Finlinson	5 0.06	0 0.00	5 0.06
		Lance Nay	4 0.08	0 0.00	4 0.08
		Lane Adams	2 0.79	0 0.00	2 0.79
		Ryan Bennett	2 1.29	0 0.00	2 1.29
		Assigned to Individual Total	16 0.51	0 0.00	16 0.51

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

			Low	Medium	ATTR Total	
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1 0.00	0 0.00	1 0.00	
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00	
	Security	Bart Grant	2 0.68	0 0.00	2 0.68	
		Assigned to Individual Total	2 0.68	0 0.00	2 0.68	
	Voice Operations	Gail Christiansen	5 0.80	0 0.00	5 0.80	
		Romanza Hamblin Sorensen	5 0.57	0 0.00	5 0.57	
		Assigned to Individual Total	10 0.68	0 0.00	10 0.68	
	Voice/Data/WAN Services	Mike Johnson	2 1.37	0 0.00	2 1.37	
		Assigned to Individual Total	2 1.37	0 0.00	2 1.37	
	Assigned Group Total		314 1.34	2 0.19	316 1.34	
	Customer Company Total			314 1.34	2 0.19	316 1.34

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

Detail

INC000000483866	Steve Christensen Application Services	Application Tony Larsen	None Natural Resources	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.52 0.52
INC000000502377	Roland Prince Rural South Desktop Support	PC/Laptop Doug Thornton	Hardware Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.60 0.60
INC000000505447	Chris Quatrale Rural Central Desktop Support	Remote Connectivity Todd Hardy	Performance Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.02
INC000000506101	James Greer Application Services	Mobile Devices Dustin Crump	Error Natural Resources	Ipads Low	Closed	TIR Missed: No TTR Missed: Yes	0.10 10.98
INC000000506185	Victoria Koyle Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000506239	Bobbi Brown Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000506401	Tracy Wing Rural North Desktop Support	None Lori Hartzell	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000506680	Jolene Hatch Rural North Desktop Support	Application Ryan Casey	None Natural Resources	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.23 2.33
INC000000506749	Janae Wallace Security	Application Bart Grant	Error Natural Resources	M86 Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.56
INC000000506940	Earlene Russell Voice Operations	Telecom Gail Christiansen	Area Code Natural Resources	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.12 3.46
INC000000507095	Earlene Russell Help Desk	None Dawn Wayment	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 7.17
INC000000507460	Everett Taylor Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.23
INC000000507477	Zane Olsen Rural South Desktop Support	Application Doug Chaston	None Natural Resources	ZENworks for Desktops Low	Closed	TIR Missed: Yes TTR Missed: No	1.19 1.19
INC000000507544	Blanche Smith Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507578	Karen Kendall Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507647	Tom Munson Metro D Desktop Support	PC/Laptop Denise Wardle	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.56 6.39

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000507682	Sherri Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000507684	Sherri Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000507752	Earlene Russell	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Mike Johnson	Natural Resources	Low	Closed	TTR Missed: No	1.82
INC000000507928	Rich Hansen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000507939	Sherri Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000507947	Gary Peck	Storage	Stand Alone	None		TIR Missed: No	0.31
	Metro D Hosting	Danny Simmons	Natural Resources	Medium	Closed	TTR Missed: No	0.31
INC000000508023	Bobbi Brown	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	
INC000000508032	Ben Sutter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.12
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.63
INC000000508094	Jennifer Sullivan	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508101	Lee Eschler	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.14
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	45.71
INC000000508117	Jennifer Biggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508145	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508146	Ben Sutter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508187	Jim Goddard	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508253	Tonya Kieffer	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000508309	Sheri Sasaki	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.47
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	1.33
INC000000508311	Warren Findley	PC/Laptop	Error	None		TIR Missed: No	0.17
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.17

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000508366	Kate Staker Metro D Desktop Support	Print/Copy/Scan/Fax Paul Gedge	Incident Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.17 7.82
INC000000508454	Gertrudys Adkins Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508524	Quentin Bradwisch Help Desk	Network Vicky Marrelli	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 22.06
INC000000508550	Roland Prince Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508593	Sheri Sasaki Metro D Help Desk	Application John Robinson	Password Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508595	Michael Murray Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Natural Resources	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.80
INC000000508739	Jill Marriott Help Desk	Network Julie VanBeekum	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.51
INC000000508756	Tom Chidsey Application Services	Application Paul Lundell	Error Natural Resources	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.89 5.82
INC000000508813	Michael Alt Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508827	Chris Haramoto Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Natural Resources	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.93
INC000000508840	Michael Ault Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508933	Don Staley Help Desk	None Eileen Dubach	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.44 0.44
INC000000508968	Roland Prince Help Desk	Application Julie VanBeekum	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.62 0.67
INC000000509027	Tom Becker Rural Central Desktop Support	Application Rod Montoya	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509028	Becky McBride Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509057	Ted Smith Metro D Help Desk	None John Robinson	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509077	Nathan Barrons Metro C Desktop Support	Network Troy Buchanan	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.39

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000509348	Helen Sadik-Macdonald Metro D Desktop Support	Application Dusty Serr	None Natural Resources	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	0.88 1.21
INC000000509371	Gayle Allred Help Desk	Application Vicky Marrelli	Reporting Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509375	Dana Dolsen Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509494	Terry Heath Rural South Desktop Support	Print/Copy/Scan/Fax Joel Finlinson	Error Code Natural Resources	Novell iPrint Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509497	Kami Madsen Rural South Desktop Support	Print/Copy/Scan/Fax Joel Finlinson	Error Code Natural Resources	Novell iPrint Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509849	Nathan Barrons Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.16
INC000000510046	Blanche Smith Metro D Help Desk	Network John Robinson	Password Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000510324	Sandy Eldredge Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.55 1.06
INC000000510377	Brad Weber Rural Central Desktop Support	PC/Laptop Jay Barfuss	Performance Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.31 0.31
INC000000510422	Scott Root Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000510429	Val Anderson Help Desk	Application Julie VanBeekum	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.32
INC000000510456	Helen Sadik-Macdonald Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	None Medium	Closed	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000510512	Leslie McFarlane Help Desk	Application Vicky Marrelli	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510517	Bill James Application Services	Application Paul Lundell	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.29
INC000000510535	Rosalee Nolton Voice Operations	Telecom Gail Christiansen	None Natural Resources	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.22
INC000000510555	Mike Hylland Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510563	Mike Styler Metro D Desktop Support	None Paul Gedge	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000510590	Dawn Larsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510591	Ted Hallows	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510592	Chris Newson	None	None	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510653	Val Anderson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510657	Becky Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510813	Braden Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.55
INC000000510831	Julie Carter	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510895	Leslie McFarlane	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	7.40
INC000000510904	Allen Briggs	Application	Error	Action Request System		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	5.88
INC000000510926	Richard Ashcroft	None	None	None		TIR Missed: No	0.02
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	19.09
INC000000510938	Wendy Christensen	PC/Laptop	Password	None		TIR Missed: No	0.05
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.08
INC000000510955	Danon Hulet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000511137	Deborah Westfall	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.46
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.86
INC000000511141	Samantha Schoppe	None	None	Adobe Reader		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low	Closed	TTR Missed: No	0.70
INC000000511144	Zach Lowe	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000511227	Travis Christensen	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	
INC000000511250	Jeff Briggs	Application	Error	Action Request System		TIR Missed: No	0.25
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.77

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000511253	Randy Harrison Metro D Help Desk	Network John Robinson	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511458	Travis Christensen Help Desk	Application Eileen Dubach	Password Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511528	Becky McBride Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511597	Randy Harrison Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	ZENworks for Desktops Low	TIR Missed: Yes TTR Missed: No	2.46 5.30
INC000000511646	Travis Christensen Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	Reserve America Campground Low	TIR Missed: No TTR Missed: No	0.28 2.51
INC000000511759	Stephanie Earls Metro D Help Desk	Application John Robinson	None Natural Resources	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.28 0.75
INC000000511786	Meagan Goodstein Help Desk	Application Vicky Marrelli	Error Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.08 2.36
INC000000511871	John Holman Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511876	Carmen McDonald Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511934	John Holman Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511943	Natalie Harmon Rural Central Desktop Support	Application Todd Hardy	Error Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 1.01
INC000000512101	Eric Klotz Metro D Desktop Support	None Paul Gedge	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512170	Rick Allis Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512225	Angela A Ford Help Desk	Application Vicky Marrelli	Error Natural Resources	Employee Gateway Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512242	David Horsley Rural South Desktop Support	PC/Laptop Lane Adams	Password Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.63 0.63
INC000000512277	Jenny Zickgraf Help Desk	Application Vicky Marrelli	Error Natural Resources	Employee Gateway Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512311	Camron Radmall Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000512428	Samantha Schoppe Rural Central Desktop Support	PC/Laptop Gerald Adams	Error Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.55
INC000000512452	Justina Parsons-Bernstein Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512512	Beryl Young Rural Central Desktop Support	Application Todd Hardy	Error Natural Resources	Employee Gateway Low	TIR Missed: No TTR Missed: No	0.00 1.59
INC000000512551	Blanche Smith Metro D Help Desk	None John Robinson	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512703	Jon King Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512772	Jennifer Biggs Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512783	Rhianna Christopher Metro D Desktop Support	PC/Laptop Denise Wardle	Hardware Natural Resources	None Low	TIR Missed: No TTR Missed: Yes	0.82 6.09
INC000000512937	Tracy Wing Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512954	Zachary Howick Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.17 0.17
INC000000513125	Chris Petersen Rural South Desktop Support	Application Ryan Bennett	None Natural Resources	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.90 1.84
INC000000513151	Nathan Owens Help Desk	Application Vicky Marrelli	Error Natural Resources	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513169	Nathan Owens Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513184	Margo Leech Metro D Help Desk	Application John Robinson	Error Natural Resources	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513227	Nathan Owens Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.17 0.83
INC000000513241	Scott Root Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000513243	Jenny Zickgraf Rural Central Desktop Support	Application Rod Montoya	Reporting Natural Resources	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000513252	Margo Leech Metro D Help Desk	Application Doug Brown	None Natural Resources	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000513304	Roland Prince Rural South Desktop Support	Application Lance Nay	Error Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.32 0.32
INC000000513334	Dana Dean Help Desk	Telecom Eileen Dubach	None Natural Resources	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513337	Dave Hillier Metro D Help Desk	PC/Laptop Doug Brown	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513366	Geoff McNaughton Security	Application Bart Grant	Error Natural Resources	M86 Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.80
INC000000513651	Suzanne McMullin Help Desk	Network Eileen Dubach	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513725	Brad Chandler Metro C Desktop Support	Application Troy Buchanan	Password Natural Resources	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.54 2.68
INC000000513771	Daniel King Metro D Desktop Support	Application Denise Wardle	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.87 0.87
INC000000513832	Brenden L Davis Rural South Desktop Support	PC/Laptop Joel Finlinson	Performance Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.32 0.32
INC000000513876	Victoria Koyle Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513937	Nathan Robinson Rural Central Desktop Support	Print/Copy/Scan/Fax Todd Hardy	Incident Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000514022	Suzette Fowlks Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514034	Stacey Jones Application Services	None Danielle Hood	None Natural Resources	BlackBerry Enterprise Server Low	Closed	TIR Missed: Yes TTR Missed: Yes	3.78 12.78
INC000000514125	Ryan Hopkins Help Desk	Application Brenda Treadway	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514157	Lynn Kunzler Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514201	Mike Nelson Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Natural Resources	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000514246	Rosalee Nolton Metro D Desktop Support	Application Paul Gedge	Error Natural Resources	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.63 1.29
INC000000514294	Stefanie Michaelson Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000514356	David Nelson Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514389	Suzette Fowlks Salt Lake Data Center Operations	None Darren Wayment	None Natural Resources	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514423	Eugene Swalberg Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Natural Resources	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514426	Eugene Swalberg Rural South Desktop Support	PC/Laptop Lance Nay	None Natural Resources	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514430	Valerie Newland Rural South Desktop Support	PC/Laptop Lance Nay	Performance Natural Resources	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514610	Eric Stucki Application Services	Mobile Devices Dustin Crump	Error Natural Resources	BlackBerry Configuration Low	BlackBerry Configuration Closed	TIR Missed: No TTR Missed: Yes	0.63 6.07
INC000000514641	Tyson Barrow Help Desk	Application Julie VanBeekum	Password Natural Resources	Utah Master Directory Low	Utah Master Directory Closed	TIR Missed: No TTR Missed: No	0.01 0.11
INC000000514653	Tyson Barrow Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	Utah Master Directory Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514690	Gayle Allred Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	ZENworks for Desktops Low	ZENworks for Desktops Closed	TIR Missed: No TTR Missed: No	0.28 4.53
INC000000514733	Aaron Farmer Metro D Help Desk	None John Robinson	None Natural Resources	None Low	None Closed	TIR Missed: Yes TTR Missed: Yes	7.14 7.14
INC000000514775	Karen Kendall Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Novell Client for 32-bit Windows Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514827	Wade Snyder Metro D Help Desk	Application Jed Patrick	Error Natural Resources	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514941	Michele Racker Metro D Help Desk	None John Robinson	None Natural Resources	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515032	Dianne Davis Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Novell Client for 32-bit Windows Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515074	Nathan Owens Help Desk	Application Vicky Marrelli	Error Natural Resources	State Payroll Time Entry System Low	State Payroll Time Entry System Closed	TIR Missed: No TTR Missed: No	0.32 1.28
INC000000515081	Mike Sufliita Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515128	Don Staley Metro D Desktop Support	Network Dusty Serr	Error Natural Resources	Novell Client for 32-bit Windows Low	Novell Client for 32-bit Windows Closed	TIR Missed: No TTR Missed: No	0.29 1.84

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000515207	Suzanne McMullin Metro D Help Desk	Network John Robinson	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515368	Travis Christensen Metro D Help Desk	Application Doug Brown	None Natural Resources	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515657	Wade Cavender Application Services	Mobile Devices Dustin Crump	Error Natural Resources	Novell GroupWise PDA Connec Low	TIR Missed: Yes TTR Missed: No	3.45 3.52
INC000000515696	Charity Gibson Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515741	Jenny Zickgraf Help Desk	Application Vicky Marrelli	Password Natural Resources	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515805	Rick Allis Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515850	Russell Barrus Metro D Desktop Support	Network Denise Wardle	Error Natural Resources	None Low	TIR Missed: No TTR Missed: Yes	0.00 8.73
INC000000515976	Scott Mcfarlane Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516016	James Morgan Billing	Billing Sara Brown	None Natural Resources	None Low	TIR Missed: Yes TTR Missed: Yes	10.23 10.97
INC000000516024	Jeff Briggs Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516329	Natalie Boren Rural Central Desktop Support	Application Jay Barfuss	Error Natural Resources	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516334	Gayle Allred Rural Central Desktop Support	Application Jay Barfuss	Error Natural Resources	Microsoft Access 2007 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516350	Chad Wilson Help Desk	Network Julie VanBeekum	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516432	Jason Eddins Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516620	Clark Adams Rural South Desktop Support	Application Ryan Bennett	Error Natural Resources	Microsoft Word Low	TIR Missed: No TTR Missed: No	0.75 0.75
INC000000516677	Madeline Powell Help Desk	Application Eileen Dubach	Password Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000516763	Aaron Spencer Help Desk	Network James Stearns	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000516765	Catherine Jensen Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516923	Sean Davis Rural Central Desktop Support	PC/Laptop Jessica Purcell	Hardware Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.26 0.26
INC000000516962	Bryan Christensen Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 5.68
INC000000517050	Stacy Stickler Application Services	Application Tony Larsen	None Natural Resources	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.15 0.16
INC000000517176	George Oliver Metro D Help Desk	Application Doug Brown	Error Natural Resources	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000517200	Clark Adams Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000517216	Jennifer Biggs Voice Operations	Telecom Gail Christiansen	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000517303	George Oliver Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000517834	Sonja Heuscher Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518063	Eric Millis Metro D Desktop Support	Mobile Devices Dusty Serr	Error Natural Resources	Novell GroupWise PDA Connec Low	TIR Missed: No TTR Missed: No	0.97 1.02
INC000000518109	Gayle Allred Help Desk	Application Vicky Marrelli	Reporting Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518200	Keith Crumpton Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518633	Teresa Wilhelmsen Application Services	Mobile Devices Dustin Crump	Error Natural Resources	iPhone Low	TIR Missed: No TTR Missed: No	0.14 0.66
INC000000518646	Roger Kerstetter Rural South Desktop Support	PC/Laptop Lane Adams	Password Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.95 0.95
INC000000518706	Chris Jacobson Help Desk	Application Brenda Treadway	Password Natural Resources	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518797	Jason Eddins Metro D Desktop Support	None Paul Gedge	None Natural Resources	None Low	TIR Missed: No TTR Missed: Yes	0.12 22.36
INC000000518804	Bill Corless Help Desk	Network Julie VanBeekum	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000518882	Charity Gibson Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000518980	Karen Kendall Help Desk	Application Vicky Marrelli	Reporting Natural Resources	Utah Master Directory Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000518981	Tracy See Rural Central Desktop Support	PC/Laptop Todd Hardy	Performance Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.02
INC000000518982	Rick Redmon Rural Central Desktop Support	PC/Laptop Todd Hardy	Hardware Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.05
INC000000519177	Kody D Jones Help Desk	PC/Laptop Julie VanBeekum	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.73 2.27
INC000000519240	Deborah Boren Metro D Help Desk	None Jed Patrick	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519284	Susan Zarekarizi Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.01 3.32
INC000000519319	Kelly Horne Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519342	Cheryl Gustin Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 2.82
INC000000519429	Cheryl Gustin Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519564	Tony Santora Help Desk	Application Vicky Marrelli	Password Natural Resources	State Payroll Time Entry System Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519566	Keith Crumpton Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519654	Ted Sneed Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.85 0.85
INC000000519725	Katherine Creighton Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519853	Larry Dalton Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519865	James Pummel Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.48
INC000000519868	Lee Eschler Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000519870	Marilyn Steadman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.43
INC000000519872	Preston Ley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.42
INC000000519875	Scott Nielson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.42
INC000000519879	Chris Koehler	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.53
INC000000519880	Shauna Haws	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.51
INC000000519887	Matt Schrier	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.45
INC000000519928	David Beveridge	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000520170	Pam Perri	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.29
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	1.39
INC000000520178	Pam Martin	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520249	Jackie Watson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.14
INC000000520258	Michael Slater	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.07
INC000000520415	Dale Bartholomew	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.33
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	12.12
INC000000520616	Tracy Wing	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520684	Tracy Wing	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520727	Debbie Stufflebeam	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520812	Pam Perri	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520815	Jenny Zickgraf	Network	Incident	None		TIR Missed: No	0.43
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.43

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000520873	Tracy Wing Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000520889	Boyd Clayton Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521019	Boyd Clayton Metro D Desktop Support	None Lynn McCrary	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.55
INC000000521021	Pam Perri Metro D Desktop Support	Network Denise Wardle	Performance Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: No	1.50 5.93
INC000000521097	Jamie Harsh Help Desk	Mobile Devices Sarah Johnson	None Natural Resources	Droid Low	Resolved	TIR Missed: No TTR Missed: No	0.02 0.17
INC000000521119	Benjamin Howe Capitol Hosting	Application Matt Dunlap	Error Natural Resources	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	7.03 7.03
INC000000521184	Warren Findley Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.54
INC000000521186	Keith Crumpton Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.50
INC000000521190	Kris Bruington Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.46
INC000000521196	Davis Oatway Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.31
INC000000521202	Darren Oloughlin Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000521237	Vance Mumford Rural South Desktop Support	Application Joel Finlinson	Error Natural Resources	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521282	Scott Root Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000521287	Scott Root Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000521292	Jenny Zickgraf Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000521444	Tony Santora Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521459	Jenny Zickgraf Metro D Help Desk	Network Jed Patrick	Incident Natural Resources	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.09 1.09

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000521524	Cheryl Gustin Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521636	Julie Lovato Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521676	Beryl Young Metro D Help Desk	Application John Robinson	Password Natural Resources	Employee Gateway Low	Resolved	TIR Missed: No TTR Missed: No	0.56 0.56
INC000000521694	Bob Hanover Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521717	Brad Weber Rural Central Desktop Support	PC/Laptop Jay Barfuss	Virus Natural Resources	Symantec AntiVirus Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521851	Debbie Robinson Metro D Desktop Support	PC/Laptop Denise Wardle	Virus Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.32 3.63
INC000000521857	Roger Wilson Metro D Desktop Support	PC/Laptop Dusty Serr	Hardware Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.33 6.47
INC000000521863	Roger Kerstetter Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521887	Boyd Carrigan Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521956	Jennifer Biggs Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521961	Mike Nelson Voice Operations	Telecom Romanza Hamblin Sorensen	Hardware Natural Resources	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.47 0.47
INC000000521968	Marianne Burbidge Help Desk	Mobile Devices Vicky Marrelli	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521974	Janice Nemcik Help Desk	Application Vicky Marrelli	Password Natural Resources	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.78
INC000000522064	Blain Hamp Metro D Help Desk	Application Doug Brown	None Natural Resources	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000522214	Samantha Schoppe Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Natural Resources	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.46 0.62
INC000000522228	Marianne Burbidge Application Support	Application Steve Stalter	Error Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.49 2.23
INC000000522276	Phil Tuttle Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000522313	Leon Goff	Application	Error	Internet Explorer	TIR Missed: Yes	1.11
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No 1.64
INC000000522373	Steve Bowman	Telecom	Call/Receive	Telephone	TIR Missed: No	0.17
	Voice Operations	Gail Christiansen	Natural Resources	Low	Resolved	TTR Missed: No 0.17
INC000000522404	Leslie Heppler	Application	Error	None	TIR Missed: No	0.48
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No 2.82
INC000000522412	Kirk Forbush	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No 0.00
INC000000522413	Bill Geisdorf	Application	Password	Utah Master Directory	TIR Missed: No	0.23
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No 0.97
INC000000522485	Brad Wolverton	Application	Error	Novell GroupWise	TIR Missed: No	0.15
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No 4.46
INC000000522528	Stuart Nelson	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No 4.69
INC000000522530	Kathy Donnell	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No 4.64
INC000000522531	Ted Hallows	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No 4.64
INC000000522625	Larry Dalton	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No 0.00
INC000000522658	Colleen Driscoll	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No 0.14
INC000000522674	Colleen Driscoll	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.15
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No 0.15
INC000000522786	Charity Gibson	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No 0.04
INC000000522790	Dave Hillier	Telecom	CrossTalk/Noise/Static	None	TIR Missed: No	0.52
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No 0.68
INC000000522836	Patricia Engel	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No 0.00
INC000000522901	Laura Mccarthy	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No 0.00
INC000000522940	Charity Gibson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000523085	Carson Richards Help Desk	Application James Stearns	Reporting Natural Resources	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523116	Michael Greenwood Help Desk	Application Vicky Marrelli	Password Natural Resources	State Payroll Time Entry System Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523142	Joe Skibiel Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523168	Trenton Allen Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523251	Jim Springer Help Desk	None Eileen Dubach	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.05 2.02
INC000000523257	Dan Jarvis Metro D Help Desk	None Jed Patrick	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.78 0.89
INC000000523320	Todd Nebeker Help Desk	Application Eileen Dubach	Password Natural Resources	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.36 0.42
INC000000523352	Chris Wood Help Desk	None James Stearns	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523391	James Greer Metro D Help Desk	Network Doug Brown	Incident Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523458	Todd Nebeker Help Desk	Application Julie VanBeekum	None Natural Resources	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523477	Margo Leech Metro D Help Desk	None Jed Patrick	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523486	Kerry Carpenter Rural South Desktop Support	None Doug Thornton	None Natural Resources	None Low	TIR Missed: Yes Resolved TTR Missed: No	1.52 1.52
INC000000523576	Eric Bond Help Desk	None Eileen Dubach	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523592	Ted Dean Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523745	Eric Bond Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523833	Jennifer Biggs Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523889	Aaron Nelson Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000523926	Julie Lovato Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523930	Helen Sadik-Macdonald Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: Yes	0.49 7.93
INC000000524022	Jason Tull Campus Networking	Network Jordy Davis	Incident Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.19 10.32
INC000000524061	Dave Stobart Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524117	Tony Santora Metro A Help Desk	Network Ed Conrad	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524175	Dennis Carroll Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524706	Mary Donithan Metro D Help Desk	None Jed Patrick	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524714	Chris Bradshaw Help Desk	Application Vicky Marrelli	Error Natural Resources	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524811	Ty Hunter Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.19
INC000000524820	Dale Liechty Rural Central Desktop Support	Application Rod Montoya	Error Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000524914	Austin Romberger Help Desk	Network Julie VanBeekum	Password Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524972	Jason Eddins Metro D Desktop Support	None Denise Wardle	None Natural Resources	BlackBerry Enterprise Server Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525038	Tony Wood Metro D Help Desk	Network John Robinson	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525045	Tony Wood Metro D Desktop Support	Mobile Devices Dusty Serr	Error Natural Resources	iPhone Low	Resolved	TIR Missed: No TTR Missed: No	0.27 2.43
INC000000525092	Deborah Boren Metro D Desktop Support	PC/Laptop Denise Wardle	Password Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.09 2.23
INC000000525112	Justin Dolling Metro D Help Desk	None John Robinson	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525181	Shauna Haws Metro D Help Desk	Application Doug Brown	Error Natural Resources	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

INC000000525198	Jim Springer Metro D Desktop Support	Network Dusty Serr	Error Natural Resources	None Low		TIR Missed: No TTR Missed: No	0.23 2.36
INC000000525241	Vickie Southwick Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525423	Boyde Blackwell Rural Central Desktop Support	None Jay Barfuss	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525429	Rose Fedelleck Rural Central Desktop Support	Print/Copy/Scan/Fax Jay Barfuss	Incident Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525442	Will Atkin Metro D Help Desk	Application John Robinson	Error Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525486	Travis Christensen Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.06 4.07
INC000000525670	Justin Crouch Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525675	Vicki Summers Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525691	Robert Leake Metro D Help Desk	Network John Robinson	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525736	Vickie Southwick Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525778	Amanda Hintz Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00